

## **PART I. ADMINISTRATION OF THE GOVERNMENT**

### **TITLE XXII. CORPORATIONS**

Massachusetts General Laws

#### **CHAPTER 166. TELEPHONE AND TELEGRAPH COMPANIES, AND LINES FOR THE TRANSMISSION OF ELECTRICITY**

##### **TELEPHONE COMPANIES**

##### **Chapter 166: Section 15E. Definitions; required equipment and services for disabled subscribers; advisory committee on disabled persons' accessibility to telephone service**

Section 15E. (a) As used in this section, the following words shall, unless the context requires otherwise, have the following meanings:--

"Common carrier", as the term is used in chapters one hundred and fifty-nine and one hundred and sixty-six, and referring to a business in the commonwealth that is a provider of local exchange service, so-called, to one thousand or more subscribers. For the purposes of this section, the term shall also include a municipal lighting plant or cooperative which operates a telecommunications system pursuant to section 47E of chapter 164.

"Deaf person", a person with a severe to profound hearing loss, who, in the majority of circumstances, is unable to effectively use the telephone without the assistance of a TDD/TTY.

"Hard of hearing person", a person with a hearing loss who, in the majority of circumstances, is unable to effectively use a telephone without the assistance of a sound amplification control on the telephone receiver or without the use of a hearing aid and a hearing aid compatible handset.

"Disabled person", a person who has a physical, sensory or mental impairment which substantially limits one or more major activity such as caring for himself, performing manual tasks, walking, seeing, hearing, breathing, learning and working, and who is unable to use a telephone without the assistance of specialized telephone equipment.

"TDD/TTY", telecommunications device for the deaf consisting of terminals that permit two-way, typed telephone conversations with or between deaf people.

"TDD equipment distribution service", a system of administration and record keeping as well as distribution, repair and replacement of TDD/TTY equipment for certified subscribers.

"SCPE", specialized, customer-premises equipment, such as artificial larynxes, signaling devices, amplified handsets, large number dial overlay, direct telephone dialing,

telebraille, TDD/TTY and other devices which provide access to telephone networks for people with hearing, speech, vision or mobility impairments.

"SCPE distribution service", a system of administration and record keeping, as well as distribution, repair and replacement of SCPE units for certified subscribers.

"Dual party TDD/TTY telephone message relay service", a system which uses third party intervention to connect deaf, hard of hearing and speech impaired persons who use TDD/TTY equipment, with persons of normal hearing and speech by way of telephone systems.

"Public coin and coinless telephone service", telephones operated by coin or credit card located in high volume traffic areas that return substantial revenue, including, but not limited to, police stations, hospitals, airports, bus terminals, train stations, libraries, social security, medicaid and medicare offices, and shopping centers.

"Semi-public coin and coinless telephone service", telephones operated by coin or credit card located in low volume traffic areas that return moderate revenue, including, but not limited to, convalescent homes, elderly housing complexes and small meeting houses.

*[ Subsection (b) effective until April 10, 2007. For text effective April 10, 2007, see below.]*

(b) Every common carrier shall provide and maintain a TDD equipment distribution service and a SCPE distribution service, and shall make such services available to any residential subscriber who is (i) certified by the Massachusetts commission on the deaf and hard of hearing as sufficiently deaf or hard of hearing to be in need of TDD or SCPE equipment, (ii) certified by the Massachusetts commission for the blind as sufficiently visually impaired to be in need of SCPE equipment, or (iii) certified by the Massachusetts rehabilitation commission as otherwise sufficiently disabled to be in need of SCPE equipment. For the purposes of making this certification, the respective aforementioned commissions shall require a written verification of the alleged disabilities by a physician or certified audiologist licensed to do business in the commonwealth. Each common carrier, upon the request of a certified subscriber, shall provide TDD equipment and SCPE equipment to the requesting subscriber. Such service shall be provided free of charge, or at reduced rates if the department of telecommunications and energy first certifies that said requesting subscriber is unable to afford said TDD or SCPE equipment at its full cost. Any reduced rate shall be in accordance with a rate schedule established by the department of telecommunications and energy.

*[ Subsection (b) as amended by 2007, 19, Sec. 47 effective April 10, 2007. See 2007, 19, Sec. 54. For text effective until April 10, 2007, see above.]*

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(c) Each common carrier shall provide a dual party TDD/TTY telephone message relay service from a center located within the commonwealth. Employees of said center shall be residents of the commonwealth and preference in employment at said center shall be given to disabled persons as defined by this section.

*[ Subsection (d) effective until April 10, 2007. For text effective April 10, 2007, see below.]*

(d) The department of telecommunications and energy shall review each such service to see that it conforms with the provisions herein. Said department shall promulgate rules and regulations necessary to carry out the provisions of this section; provided, however, that prior to such implementation of such services pursuant to sections (b) and (c) said common carrier shall issue a request for proposals subject to said department's review and approval seeking competitive bids from qualified vendors to provide the aforementioned services. Said common carrier shall be permitted to submit a competitive bid to provide the aforementioned services. Further provided, however, that beginning on January 2, 1991, the vendor selected to provide such services shall reimburse the Commonwealth for the costs incurred by the existing provider of said service, subject to said department's review and approval, prior to full implementation of this Act. In any rate proceeding conducted pursuant to chapter 159 of the General Laws in which said carrier seeks to reflect the costs for such services in rates said carrier shall submit to the department such information about said requests for proposals so that the department may determine said carrier is providing such services at a cost to said carrier that reflects the least cost to its ratepayers with due regard for standards of reliability and quality that are consistent with the public interest.

*[ Subsection (d) as amended by 2007, 19, Sec. 47 effective April 10, 2007. See 2007, 19, Sec. 54. For text effective until April 10, 2007, see above.]*

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(e) Each common carrier that provides public coin and coinless telephone service and maintains at least four or more telephones shall provide and maintain a minimum of twenty-five percent of its public and semi-public telephones with controls for sound amplification of incoming transmission. Any person, firm, corporation or other entity that is not a common carrier that provides public coin or coinless telephone service or semi-public coin or coinless telephone service and maintain at least four such telephones, shall provide and maintain a minimum of twenty-five percent of its public or semi-public telephones with controls for sound amplification of incoming transmission.

(f) Every common carrier shall be in compliance with provisions of clause (b) on or before July first, nineteen hundred and ninety-two. Every common carrier shall be in compliance with provisions of clause (c) on or before July first, nineteen hundred and ninety-one. Every common carrier shall be in compliance with the provisions of clause (e) on or before July first, nineteen hundred and ninety-five; provided, however, that twenty-five percent of all new installations of public or semi-public telephones shall, after the effective date of this act, include such controls for sound amplification of incoming transmissions.

*[ Subsections (g) and (h) effective until April 10, 2007. For text effective April 10, 2007, see below.]*

(g) There shall be an advisory committee on accessibility to telephone service for disabled persons. Said advisory committee shall consist of the secretary of health and human services or his designee; the commissioner of the Massachusetts commission for the deaf and hard of hearing or his designee; the commissioner of the Massachusetts rehabilitation commission or his designee; the commissioner of the Massachusetts commission for the blind or his designee; the executive director of the state office for handicapped affairs or his designee; and twelve persons to be appointed by the governor, four of whom shall be deaf persons, four of whom shall be hard of hearing persons, and four of whom shall be disabled persons. Each such member of the advisory committee shall serve for a term of three years. The chairperson of the advisory council shall be

appointed by the governor and shall serve in this function for a term of one year. Said advisory council shall meet quarterly and shall make recommendations to the department of telecommunications and energy on all matters of policy and the operation of a telecommunication device for the deaf distribution service, the placement of public coin and coinless telephone services for the deaf in public places, a specialized customer premises equipment distribution service and a dual party telecommunication device for the deaf message relay service.

(h) The department of telecommunications and energy shall promulgate regulations relative to the provisions of this section after consultation with the advisory committee on accessibility to telephone service for disabled persons.

*[ Subsections (g) and (h) as amended by 2007, 19, Sec. 47 effective April 10, 2007. See 2007, 19, Sec. 54. For text effective until April 10, 2007, see above.]*

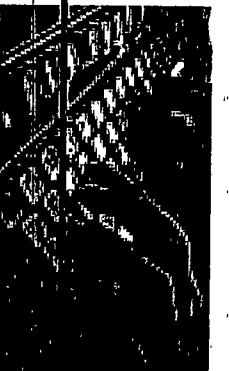
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(h) The department of telecommunications and cable shall promulgate regulations relative to the provisions of this section after consultation with the advisory committee on accessibility to telephone service for disabled persons.

# MassRelay

Massachusetts Relay Service

*Focused on Service*



June of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures	0	
• Answering Machine Protocol	3	OPRS did not follow voicemail retrieval. No OPR numbers were given. Unable to follow up. OPR did not follow voicemail retrieval instructions. OPR coached on proper voicemail retrieval
• Profiles	0	
• General Procedures	1	OPR did not follow profile. Reminder to all OPRS to follow caller's profiles.
• Other	0	
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	1	Customer wanted to add Verizon Wireless, VoiceStream, and Cellular One to Relay's carrier of choice listing. Requests sent to all carriers.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>5</b>	

# July of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	1	OPR rude. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	1	OPR did not follow instructions. No OPR number given. Unable to follow up.
• Other	0	
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	0	
General		
• Technical	1	Unable to get through to Relay. Surge in call volume at that time.
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>3</b>	

# August of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	5	OPR asked not to announce Relay, but OPR did. No OPR number given. Unable to follow up. OPR kept saying "Ok...Ok" during call. OPR reminded of correct voicing techniques. OPR did not follow instructions. OPR reminded to follow customers' instructions. STS OPR did not follow instructions. OPR coached on STS techniques. OPR did not know how to do a TTY to VCO call. Reminder memo sent to all OPRS on procedure.
• Other	1	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	OPR billed call to the wrong carrier of choice. Customer received a credit for the error.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>7</b>	



# September of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	2	OPRS spelling terrible. OPR coached on overuse of "XXX."
• Attitude	1	OPR made a lot of typing errors. OPR required to attend remedial typing.
• Procedures		OPR rude. OPR coached on professionalism.
• Answering Machine Protocol	1	OPR did not follow proper procedure for answering machines. OPR coached on proper answering machine protocol.
• Profiles	0	
• General Procedures	1	OPR did not see interrupt feature. OPR reminded to watch for the interrupt feature.
• Other	1	OPR misdialed OPR coached on proper procedure.
Speed Of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	0	
General		
• Technical	2	OPR did not follow VCO instructions. OPR did not hear VCO due to technical problem.
• Others	0	Customer unable to use 7-1-1. Referred caller to contact local telephone company.
• Non Relay Issues	0	
<b>TOTAL</b>	<b>8</b>	

# October of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	0	
• Other	1	OPR kept asking customer to repeat. OPR could not hear VCO user.
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	3	OPRS not following Caller Profile. Reminder in weekly memo to follow customer profiles. Profile not working. New Caller Profile set up.
General		
• Technical	0	
• Others	0	
• Non Relay Issues		
<b>TOTAL</b>	4	

# November of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	1	OPR erased voicemail messages. OPR coached on proper voicemail retrieval procedures.
• Profiles	0	
• General Procedures	2	OPRS did not know how to set up VCO to VCO calls. OPRS instructed on procedure. OPR not following instructions. OPR coached on correct procedure.
• Other	0	
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	2	Customer requested Istara for long distance. Unable to give additional information for long distance company. OPR not following profile. No OPR number given. Unable to follow up.
General		
• Technical	2	VCO cut off. November 2002 System-wide console code upgrade. OPRS cannot connect to cellphone. Routing codes of the affected trunk group were accidentally altered during switch maintenance.
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>7</b>	

## December of 2002

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	1	OPR unable to retrieve voicemail messages. No OPR number given. Unable to follow up.
• Profiles	0	
• General Procedures	0	
• Other	0	
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	2	Unable to access 7-1-1. Referred caller to contact their local telephone company. RCN customer was unable to place local calls through Relay. Problem with RCN network.
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>3</b>	

# January of 2003

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPR had lousy typing. OPR required to attend remedial typing.
• Attitude	0	
• Procedures		
• Answering Machine Protocol	1	OPR mishandled voicemail retrieval. OPR coached on proper voicemail retrieval procedures.
• Profiles	0	
• General Procedures	3	OPR not following instructions. OPR coached on proper procedures. OPR over used the space bar. Advised OPR for proper use of the space bar. Sent OPR the interrupt feature many time, but OPR ignored it. OPR coached on the interrupt feature.
• Other	0	
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	1	Customer charged by wrong long distance carrier. Caller received a credit for error.
General		
• Technical	1	Caller prompted for long distance carrier of choice for a local call. Test calls were made. No long distance prompt.
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>7</b>	

## February of 2003

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
<ul style="list-style-type: none"> <li>Typing</li> </ul>	3	OPR misspelled words. No OPR number given. Unable to follow up. OPRS have many typing errors. No OPR number given. Unable to follow up. OPR had many typing errors. OPR required to attend remedial typing.
<ul style="list-style-type: none"> <li>Attitude</li> </ul>	1	OPR spoke too fast, was very rude, and unprofessional. OPR coached on professionalism.
<ul style="list-style-type: none"> <li>Procedures</li> </ul>		
<ul style="list-style-type: none"> <li>Answering Machine Protocol</li> </ul>	0	
<ul style="list-style-type: none"> <li>Profiles</li> </ul>	0	
<ul style="list-style-type: none"> <li>General Procedures</li> </ul>	3	OPR did not say whether or not they knew how to retrieve voicemail message. OPR coached on proper procedure. OPR took a long time to place a VCO to VCO call. Reminder in weekly memo to all OPRS on VCO to VCO procedures. OPR not following instructions. OPR coached on proper procedures for VCO calls and reminded to follow customer profiles.
<ul style="list-style-type: none"> <li>Other</li> </ul>	0	
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	0	
General		
<ul style="list-style-type: none"> <li>Technical</li> </ul>	3	VCO technical problem. Multiple test calls were made. No errors found. Tried to get through 7-1-1 three times. Test calls were made and traffic reports show everything was working okay.
<ul style="list-style-type: none"> <li>Others</li> </ul>	0	
<ul style="list-style-type: none"> <li>Non Relay Issues</li> </ul>	0	
<b>TOTAL</b>	10	

# March of 2003

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPR had many typing errors. OPR required to attend remedial typing practice.
• Attitude	2	OPR had an attitude. OPR spoken to and coached on professionalism. STS OPR was not patient. OPR required to attend additional STS Training.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	2	OPR hung up for no reason. Reminded OPR of proper procedures. OPR did not follow instructions. OPR reminded to follow customers' instructions.
• Other	0	
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	1	OPR billed call to wrong long distance carrier. Weekly memo to all OPRS to honor customers' requests.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>6</b>	

April of 2003

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPRS were not typing accurately. All OPRS reminded of the importance of typing and reading verbatim.
• Attitude	1	OPR did not ask to speak slowing in nice manner. OPR coached on professionalism.
• Procedures		
• Answering Machine Protocol	1	OPRS not following instructions for voicemail retrieval. OPRS coached on proper protocol.
• Profiles	0	
• General Procedures	0	
• Other	1	Customer charged by the wrong long distance company. Customer received a credit for error.
Speed of Answer	0	All non-OPR complaints addressed within 24 hours unless otherwise noted.
Carrier of Choice/Caller Profile	0	
General		
• Technical	1	7-1-1 has a fast busy signal. Suggested to customer to contact local telephone company.
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>5</b>	



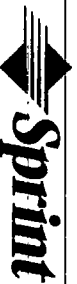
# May of 2003

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 ho
• Typing	0	
• Attitude	1	OPR was very rude. OPR coached on
• Procedures		
• Answering Machine Protocol	1	OPR unable to retrieve voicemail. OPI procedures.
• Profiles	0	
• General Procedures	1	OPRS did not follow instructions to ch OPR number given. Unable to follow
• Other	0	
		All non-OPR complaints addressed v
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	OPR billed wrong carrier of choice. Ci
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
<b>TOTAL</b>	<b>4</b>	

# MassRelay

Massachusetts Relay Service

*Focused on Service*



June of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Answer Wait Time	6/30/03	Caller went through seven cycles of "All OPRS busy" before reaching an OPR	6/30/03	Explained to caller that we were going through provider changeover
Problem Answer Machine	6/15/03	OPR did not follow voicemail retrieval instruction	6/15/03	OPR coached on proper voicemail retrieval
	6/16/03	OPR did not follow voicemail retrieval instruction	6/16/03	OPR coached on proper voicemail retrieval
	6/18/03	OPR did not follow voicemail retrieval instruction	6/18/03	OPR coached on proper voicemail retrieval
	6/23/03	OPR did not follow voicemail retrieval instruction	6/23/03	OPR coached on proper voicemail retrieval
	6/24/03	Caller did not want the OPRS to tell him/her to voice his message after the beep ga	6/24/03	Informed caller that it was part of procedures and just letting him/her know when to start speaking.
Other Tech	6/26/03	VCO cut off.	7/1/03	New system was installed. Voice cut off issue resolved.
	6/30/03	Customer could not get through to Relay	6/30/03	Explained to caller that we were going through provider changeover.
Carrier of Choice	6/29/03	OPR used a long distance carrier instead of using caller's calling card.	7/28/03	Customer reimbursed for charges because of OPR error

July of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Answer Wait Time	7/07/03	Caller upset that he/she had to wait for an OPR.	7/07/03	Experiencing high call volume. More OPRs were brought in to handle calls.
	7/24/03	Caller upset that he/she had to wait for an OPR.	7/24/03	Experiencing high call volume. More OPRs were brought in to handle calls.
Dial Out Time	7/01/03	Caller upset that it takes a long time to dial out.	7/01/03	OPR was unsure on proper protocol of new relay platform. Further training provided.
	7/01/03	Caller upset that it takes a long time to dial out.	7/01/03	OPR was unsure on proper protocol of new relay platform. Further training provided.
	7/12/03	Caller upset that it takes a long time to dial out.	7/12/03	OPR was unsure on proper protocol of new relay platform. Further training provided.
Didn't Follow Database Inst.	7/24/03	OPR not following profile.	7/24/03	OPR reminded to follow profiles.
Didn't Follow Cust. Inst	7/29/03	OPRS asking for long distance carrier when its in profile.	7/29/03	Verified caller profile. Verizon shows as carrier.
Agent was Rude	7/01/03	Called did not like the way he/she was treated by OPR. OPR rude and unprofessional.	7/01/03	Unable to type back to customer due to technical difficulties.
	7/01/03		7/01/03	OPR coached on professionalism.
Problem Answer Machine	7/09/03	OPR not following instructions on how to retrieve voicemail messages.	7/09/03	OPR coached on proper voicemail procedures.
	7/28/03	OPR erased caller's voicemail messages.	7/28/03	OPR coached on proper voicemail procedures.
Other	7/21/03	STS user could not hear the called party.	7/21/03	OPR error. OPR forgot to bridge the call. OPR coached on proper procedures.
	7/28/03	HCO user not able to hear the OPR.	7/30/03	OPR error. OPR needs to toggle the f10 key so the user can hear them.
Garble Msg	7/01/03	Customer complained about receiving garble.	7/01/03	Garble cleared while typing some more.
	7/01/03	Customer complained about receiving garble.	7/01/03	Several VCO software upgrades to reduce garble.
	7/07/03	Customer complained about receiving garble.	7/07/03	Several VCO software upgrades to reduce garble.
	7/09/03	Customer complained about receiving garble.	7/09/03	Suggested informing the OPR that he/she is getting garble and the OPR may be able to clear it.
	7/09/03	Customer complained about receiving garble.	7/09/03	Several VCO software upgrades to reduce garble.
	7/12/03	Customer complained about receiving garble.	7/12/03	Several VCO software upgrades to reduce garble.
	7/13/03	Customer complained about receiving garble.	7/13/03	Informed caller that he/she was receiving environmental background garble. Noise in the background is interfering with the transmission of the text.

	7/24/03	Customer complained about receiving garble	7/24/03	Suggested turning off turbo code to reduce garble.
<b>Database Not Avail</b>	7/01/03	Caller complained that his/her profile was not working.	7/01/03	Profile re-entered in database
	7/01/03	Caller complained that his/her profile was not working.	7/01/03	Profile re-entered in database.
	7/01/03	Caller complained that his/her profile was not working.	7/01/03	Profile re-entered in database.
<b>Other Tech.</b>	7/31/03	OPRS unable to place VCO calls successfully.	7/31/03	Profile re-entered in database.
	7/01/03	OPRS unable to place VCO calls successfully.	7/01/03	All VCO issues were resolved by several software upgrades.
	7/01/03	Called parties could not hear VCO user.	7/01/03	All VCO issues were resolved by several software upgrades
	7/02/03	Called parties could not hear VCO user.	7/02/03	All VCO issues were resolved by several software upgrades
	7/02/03	Called parties could not hear VCO user.	7/02/03	All VCO issues were resolved by several software upgrades
	7/02/03	VCO user not getting a typed response.	7/02/03	All VCO issues were resolved by several software upgrades
	7/03/03	OPRS unable to place VCO calls successfully.	7/03/03	All VCO issues were resolved by several software upgrades
	7/08/03	VCO user not getting a typed response.	7/08/03	All VCO issues were resolved by several software upgrades
	7/08/03	OPRS unable to place VCO calls successfully.	7/08/03	All VCO issues were resolved by several software upgrades
	7/09/03	Called parties could not hear VCO user.	7/09/03	All VCO issues were resolved by several software upgrades
	7/09/03	OPRS unable to place VCO calls successfully.	7/09/03	All VCO issues were resolved by several software upgrades
	7/09/03	Called parties could not hear VCO user.	7/09/03	All VCO issues were resolved by several software upgrades
	7/09/03	OPRS unable to place VCO calls successfully.	7/09/03	All VCO issues were resolved by several software upgrades
	7/09/03	Called parties could not hear VCO user.	7/09/03	All VCO issues were resolved by several software upgrades
	7/15/03	Called parties could not hear VCO user.	7/15/03	All VCO issues were resolved by several software upgrades
	7/16/03	Receives a recording that states the line he/she is calling from has been disconnected when placing a long distance call.	7/16/03	Trouble ticket opened and resolved.
	7/17/03	Caller unable to place international calls.	7/17/03	Trouble ticket opened and resolved.
	7/18/03	VCO user not getting a typed response.	7/18/03	All VCO issues were resolved by several software upgrades
	7/23/03	Receives a recording that states the line he/she is calling from has been disconnected when placing a long distance call.	8/22/03	Trouble ticket opened and resolved.

Carrier Of Choice	7/14/03	Caller charged by the wrong long distance company.	7/15/03	Received credit from phone company.
	7/15/03	Caller charged by the wrong long distance company.	7/15/03	Received credit from phone company.
	7/25/03	Caller charged by the wrong long distance company.	8/11/03	Refunded for charges.
	7/28/03	Caller charged by the wrong long distance company.	7/28/03	Received credit from phone company. Profile updated.
	7/29/03	Caller charged by the wrong long distance company. Profile shows wrong carrier.	8/6/03	Profile updated to include correct carrier.
	7/31/03	Caller charged by the wrong long distance company.	8/13/03	Refunded for charges. Profile Entered.

# August of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Didn't Follow Database Inst.	8/15/03	OPRS not following caller profiles.	8/15/03	Reminder in weekly memo for all OPRS to follow customer profiles.
Typing Speed Accuracy	8/01/03	OPR was typing to slow.	8/01/03	OPR required to attend remedial typing.
Agent was Rude	8/12/03 8/19/03	Caller complained about the overall attitudes of all MassRelay OPRS. They are rude and disrespectful. OPR rude and unprofessional.	8/12/03 8/19/03	Reminder in weekly memo on professionalism.
Problem Answer Machine	8/31/03	OPR rude.	8/31/03	OPR coached on professionalism.
	8/04/03	OPR not following instructions on how to retrieve voicemail messages.	8/4/03	SUP placed call to retrieve messages.
	8/13/03	OPR not following instructions on how to retrieve voicemail messages.	8/13/03	OPR coached on proper voicemail procedures.
	8/16/03	OPRS not following instructions on how to retrieve voicemail messages	8/16/03	OPRS coached on proper voicemail procedures.
	8/22/03	OPR erased caller's voicemail messages.	8/22/03	OPR coached on proper voicemail procedures.
Other	8/26/03	OPR not following instructions on how to retrieve voicemail messages	8/26/03	OPRS coached on proper voicemail procedures.
	8/31/03	OPR not following instructions on how to retrieve voicemail messages	8/31/03	OPR coached on proper voicemail procedures.
	8/01/03	OPR unable to handle STS calls.	8/01/03	OPR spoken and required to request a buddy for STS calls.
	8/04/03	Caller overheard an OPR make a comment about him/her.	8/04/03	OPR spoken to and reminded of the code of ethics.
Garble Msg	8/06/03	OPR unable to place a collect call.	8/06/03	Reminder in weekly memo to all OPRS on collect call procedures.
	8/06/03	OPR did not know how to place a VCO call.	8/06/03	OPR coached on proper VCO procedures.
	8/08/03	Caller overheard OPR make a comment about him/her.	8/08/03	No OPR number provided. Reminder in weekly memo to all OPRS about telephone etiquette.
	8/13/03	OPR did not inform caller that he/she was explaining Relay.	8/13/03	OPR reminded to keep customer informed.
	8/11/03	Customer complained about receiving garble from OPR 2503F only. Felt like OPR as doing it on purpose and was horrible at typing.	8/11/03	OPR required to attend remedial typing.
	8/25/03	Customer complained about receiving garble.	8/25/03	Informed caller that he/she was receiving environmental garble and background noise was interfering with the transmission of the text.
	8/25/03	Customer complained about receiving garble.	8/25/03	Suggested turning off turbo code to reduce garble.

	8/26/03	Customer complained about receiving garble.	8/25/03	Informed caller that someone would get back to him about the garble. Number provided was not good.
Other Tech.	8/01/03	Receives a recording that states that line he/she is calling from has been disconnect when placing a long distance call.	8/05/03	Trouble ticket opened and resolved.
	8/07/03	Receives a recording that states that line he/she is calling from has been disconnect when placing a long distance call.	8/13/03	Trouble ticket opened and resolved.
	8/25/03	VCO user complained that the called parties could not hear her.	8/25/03	Heavy static on the line. Suggested trying to place the call again.
Carrier Of Choice	8/05/03	Caller charged by the wrong long distance company.	8/21/03	Caller refunded for the charges.
	8/05/03	Caller charged by the wrong long distance company.	8/21/03	Caller received credit from phone company for charges.
	8/05/03	Caller charged by the wrong long distance company.	8/14/03	Caller profile set up and refunded for charges.

## September of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Answer Wait Time	9/04/03	Caller complained about waiting ten minutes for an OPR	9/04/03	Informed caller Relay was experiencing a high call volume.
Agent Disconnected Caller	9/26/03	OPR disconnect on caller before call finished.	9/26/03	No OPR number given. Unable to follow up with OPR.
Agent was Rude	9/05/03	OPR rude.	9/05/03	OPR coached on professionalism.
Problem with Carrier Machine	9/09/03	OPRS did not follow instructions of voicemail retrieval.	9/09/03	No OPR numbers provided. Unable to follow up with OPRS.
Garble Msg	9/22/03	OPR erased voicemail messages	9/22/03	OPR coached on proper voicemail procedures.
Carrier Of Choice	9/04/03	Customer complained about receiving garble.	9/04/03	Suggest turning off turbo code to reduce garble.
	9/10/03	Caller billed by wrong long distance carrier.	9/4/03	Caller Profile set up for caller
	9/19/03	OPR did not ask for a carrier.	9/30/03	Caller refunded for charges and profile updated
	9/21/03	Caller billed by wrong long distance carrier.	9/30/03	Correct carrier is on profile. Caller refunded for the charges
	9/22/03	Caller billed by wrong long distance carrier.	9/22/03	Caller Profile set up for caller
	9/22/03	Caller billed by wrong long distance carrier.	9/23/03	Caller Profile set up for caller

## October of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Didn't Follow Cust. Inst.	10/02/03	OPR not following instructions.	10/02/03	OPR reminded to follow customer instructions.
Agent Disconnected Caller	10/15/03	OPR disconnected.	10/15/03	No OPR number provided. Unable to follow up with OPR.
Problem Answer Machine	10/27/03	OPR unable to retrieve voicemail messages.	10/27/03	OPR coached on proper voicemail retrieval procedures. Reminder in weekly memo to all OPRS on proper voicemail procedures.
Other Tech.	10/29/03	OPR and SUP unable to retrieve voicemail messages. Unable to place an international call.	10/29/03	Trouble Ticket opened and resolved.
	10/08/03		10/10/03	
	10/23/03	Receives recording that states the line he/she is calling from has been disconnected when placing a long distance call.	10/24/03	Trouble Ticket opened and resolved

## November of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Didn't Follow Database Inst.	11/01/03	OPR not following callers speed dial list.	11/01/03	No OPR number given. Unable to follow up with OPR. Reminder in weekly memo to all OPRS to check Speed Dial Lists.
	11/02/03	OPR not following callers speed dial list.	11/02/03	OPR coached on speed dial procedures.
	11/17/03	OPR not following profile to type slow.	11/02/03	No OPR number given. Unable to follow up with OPR. Reminder in weekly memo to all OPRS to follow profiles.
Recording Feature Not Used	11/14/03	OPR did not follow correct recording procedures.	11/14/03	OPR coached on proper procedure for recordings.
Problem Answer Machine	11/20/03	OPR did not follow correct recording procedures.	11/20/03	OPR coached on proper procedure for recordings
	11/18/03	OPR erased voicemail messages.	11/18/03	OPR coached on proper voicemail retrieval procedures.
Garble Msg	11/14/03	Caller complained about receiving garble.	11/14/03	Unable to read what was type due to garble.
Other Tech.	11/21/03	Caller trying to call Repairs, but reaches a recording that states you must dial the area code first. OPRS did dial the area code.	1/15/04	Trouble ticket opened and resolved. OPRS required to dial a 800 number for Repairs.



## December of 2003

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Didn't Follow Database List.	12/09/03	OPR not following Caller Profile.	12/9/03	Verified profile for long distance carrier. No OPR number given. Unable to follow up with OPR. Reminder in weekly memo to follow profiles.
Didn't Follow Cust. Inst.	12/03/03	OPR did not follow instructions.	12/03/03	OPR followed correct relay procedures.
Poor Voice Tone	12/07/03	OPR not clear in relaying email address.	12/07/03	OPR coached on proper method of voicing email addresses.

## January of 2004

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Agent was Rude	1/30/04	OPR rude.	1/30/04	OPR coached on professionalism.
Other	1/14/04	Customer received the same OPR three times and did not receive a response from OPR.	1/14/04	OPR forgot to log out of console. OPR spoken to on proper procedures.
Line	1/08/04	Customer spoke on hold by OPR and then got disconnected.	1/08/04	May have been a technical error.
Disconnected Garble	1/16/04	Caller complained about receiving garble	1/16/04	Suggested typing ABC123 to reduce garble.
	1/21/04	Caller complained about receiving garble	1/21/04	Informed caller that she is receiving environmental garble due to background noise.
	1/26/04	Caller complained about receiving garble	1/26/04	Informed caller that she is receiving environmental garble due to background noise.
Other Tied	1/06/04	Caller was trying to place Relay calls, but kept getting a fast busy.	1/06/04	All OPRS reminded in weekly memo to press the regional button when receiving a fast busy.
	1/10/04	Caller was unable to make long distance calls.	1/14/04	Trouble ticket opened and resolved.